

Welcome to

Key Communication Tips in 30 Minutes

Antoinette Joy | Instructor



Agenda

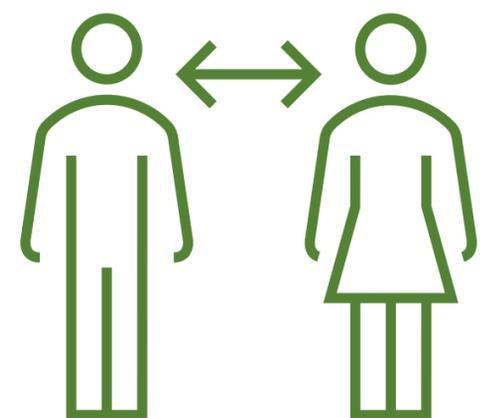
Communication Tips (outstanding customer service)

1. Asking the right questions

- ✓ Funnel Effect
- ✓ TED Questions

2. Listening with focus

- ✓ Emotional Audit
- ✓ 3 Rs



Definition

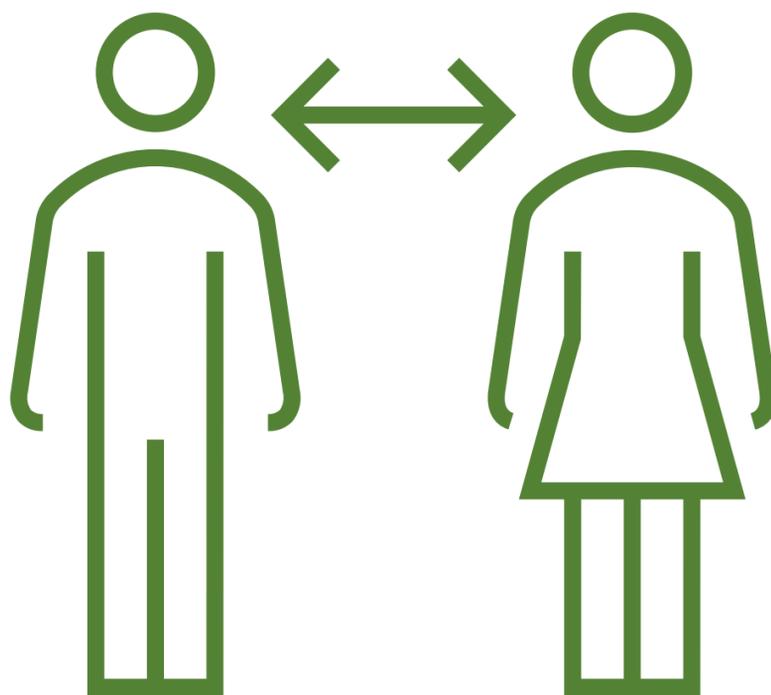
Customer service is the act of supporting customers in their discovery, use, optimization, and troubleshooting of a product or service.

Definition

Customer service is the act of supporting customers in their **discovery**, use, optimization, and troubleshooting of a product or service.

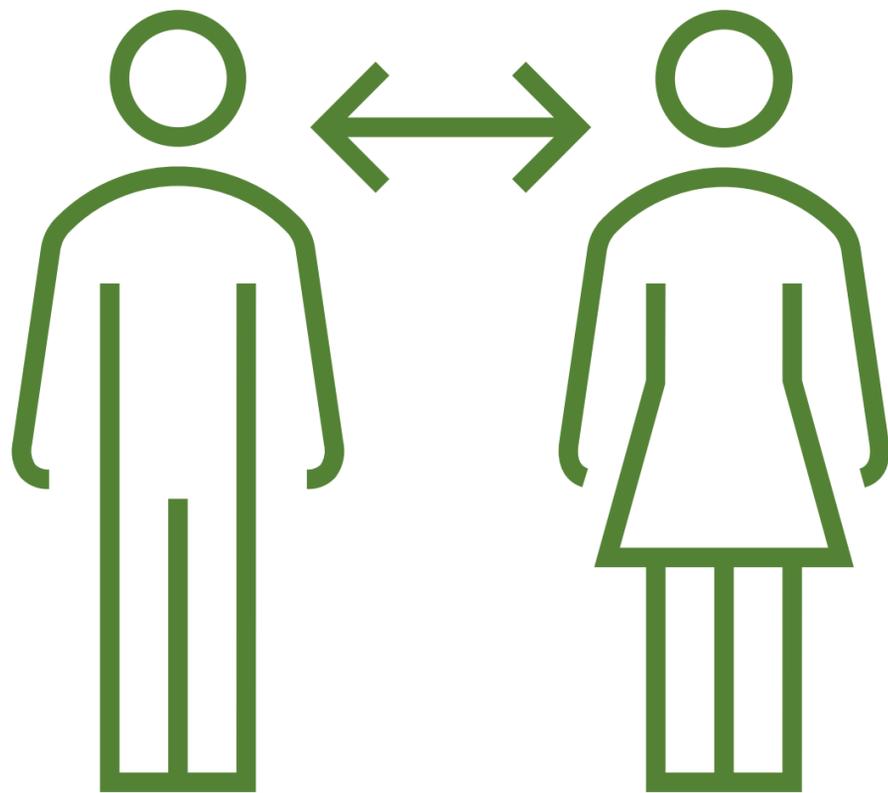


**What does good
customer service
look like?**



Communication Tips

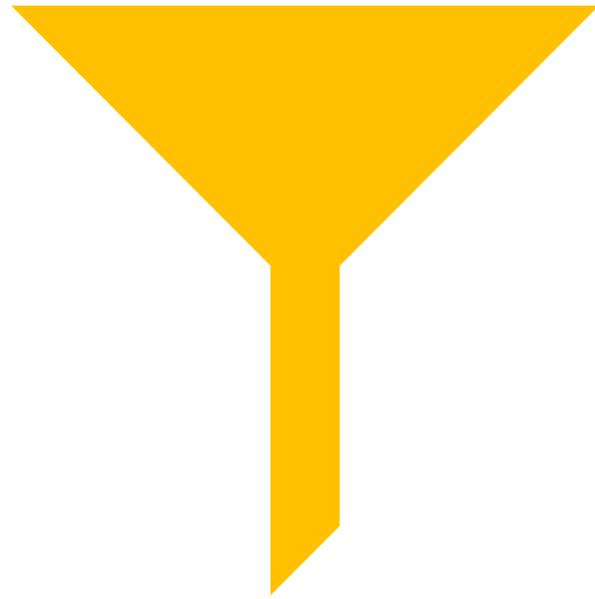
(outstanding customer service)



1. Asking the right questions

- ✓ Funnel Effect
- ✓ TED Questions

**Open
Probe
Close**



The Funnel Effect

Open | Probe | Close



How can I help you?

What are you looking for?

Why are you unhappy with our service?

Could you give me an example of what you mean by...?

How long has this been an issue?

What happened when you tried to...?

Has your issue been resolved?

Did you receive good customer service today?

Would you consider using our service again?

Can I help you with anything else?

Probe

T Tell

E Explain

D Describe

TED Questions

T Tell | **E Explain** | **D Describe**

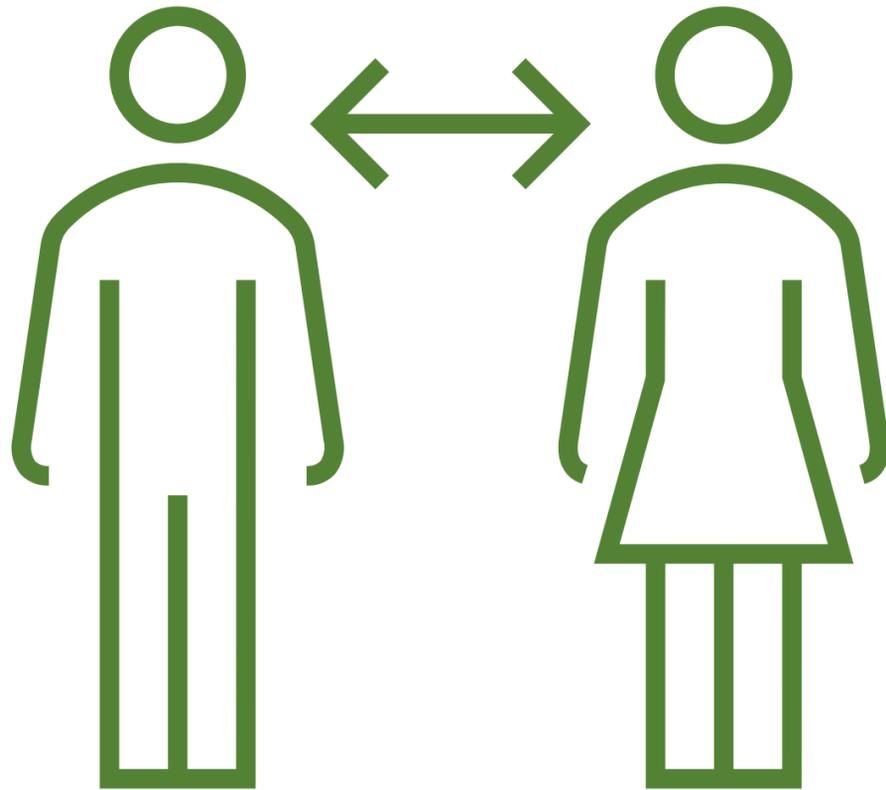
Tell me, what was your main motivation for calling, emailing,?

Tell me, how has this impacted you, business, bottom line?

Describe your ideal outcome.

Communication Tips

(outstanding customer service)



2. Listening

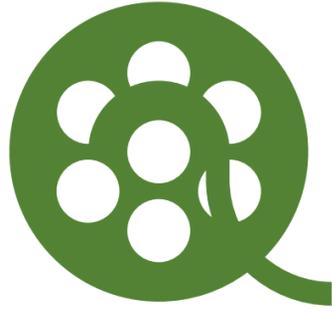
- ✓ Emotional Audit
- ✓ 3 Rs



Listening... is an **action** taken to make meaning of something we hear.

Active not
Passive

The Power of Deliberate Listening

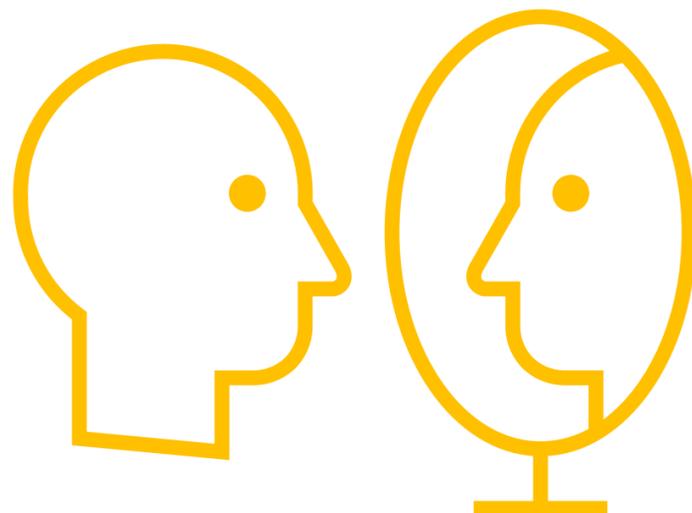


- ❑ The best listeners don't need to be right.
- ❑ We have to suspend judgment if we want to be good listeners.



Professional | Patient | "People-first"

Emotional Audit



What am I feeling?

What do I want to happen?

What am I going to do next?



The power of listening
William Ury



Close



3 Rs

Repeat

Resolve

Review

Repeat | Resolve | Review

"So, Mrs. Johnson, I know we need to process the refund for you."

Repeat | **Resolve** | Review

"So, Mrs. Johnson, I know we need to process the refund for you.

What I am doing is noting in the file the reason for the return, and will be refunding \$23.25 back to your card, ending in 1234."

Repeat | Resolve | Review

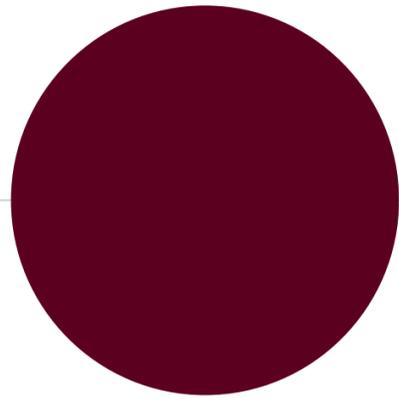
“So, Mrs. Johnson, I know we need to process the refund for you.”

“What I am doing is noting in the file the reason for the return, and will be refunding \$23.25 back to your card, ending in 1234.”

“.....Thank you!”

Close





What could **asking**
the right questions
and focused
listening
do for your
customer service
efforts?

Credibility

Sustainability



Support Staff Training
Maximizing Success
Session is on:

November 4

See you there!

Antoinette Joy